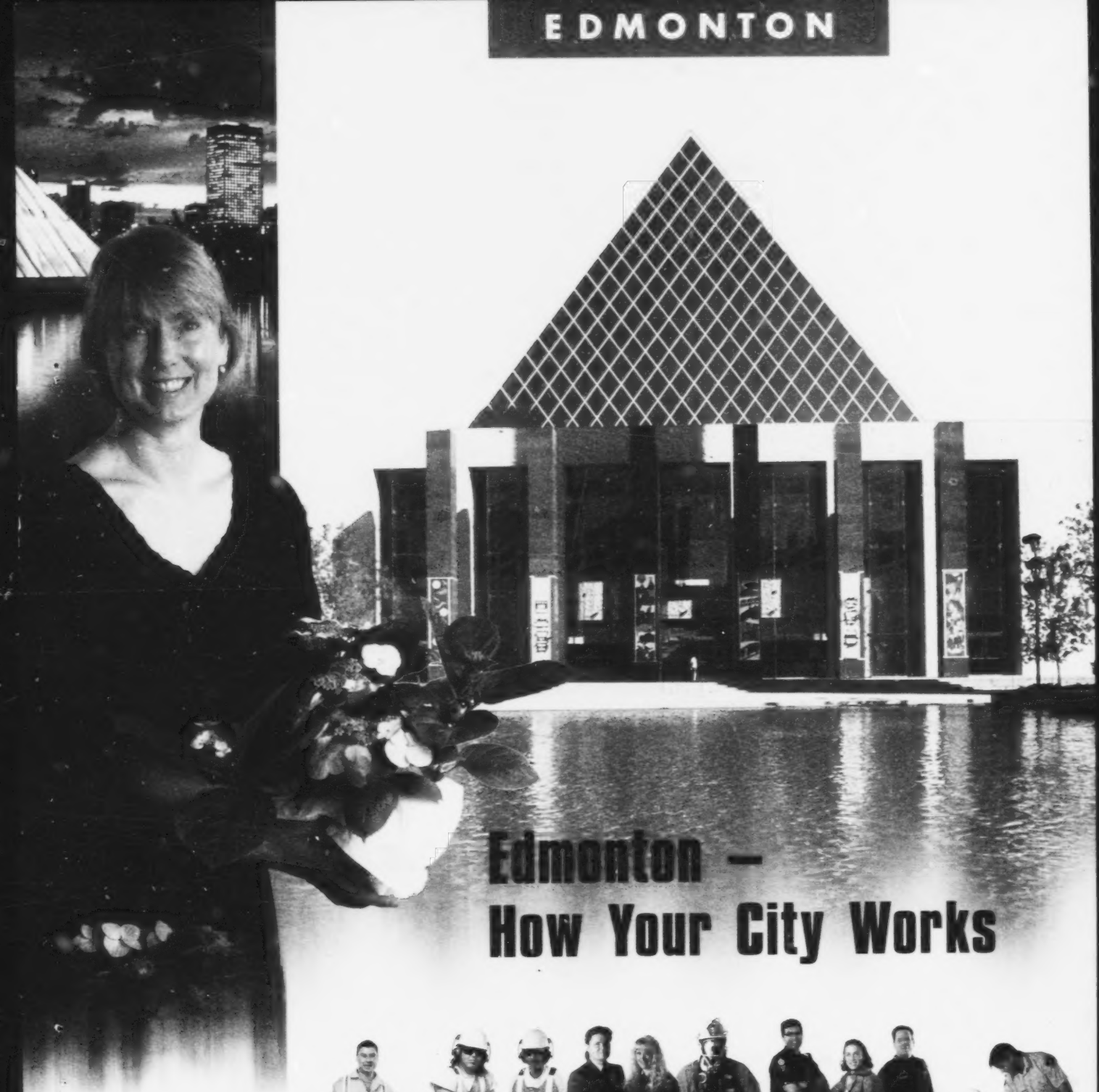
EDMONTON



Edmonton – How Your City Works

THE CITY OF Edmonton

Updated 10092003

Mayor Bill Smith

MESSAGE FROM THE MAYOR

Welcome to *Edmonton – How Your City Works*. This booklet is a valuable resource to anyone interested in the operations of civic government. As you flip through the pages, you will discover information about City Council, municipal services and frequently called telephone numbers. "Quick Facts About Edmonton" will introduce you to some of our city's many features and accomplishments.

In recent years, Edmonton has led the nation in economic growth and all signs point to our continued success. Our city remains a vital supply centre and service provider for $50 billion worth of northern oilsands projects. We have built a diverse economy to complement our enormous achievements in the energy sector, which is a big reason why the Conference Board of Canada predicts Edmonton will remain one of the fastest-growing cities in the nation between now and 2007.

To get to where we are today required the support and input of Edmontonians. On behalf of Council, I invite you to make your voice heard on civic matters that concern you. City Council usually meets twice a month and the meetings are open to the public. The two regular Council meetings start at 9:30 a.m., usually on the first and third Tuesdays of the month. In addition, there is one meeting each month dedicated to public hearings required under provincial statutes. This meeting is usually held on a Monday at 1:30 p.m.

We look forward to hearing from you!

Yours truly,

Bill Smith
Mayor

Updated 10092003

WARD MAP & ELECTED OFFICIALS

Mayor Bill Smith
496-8100

Allan Bolstad
496-8136

Ron Hayter
496-8128

Ed Gibbons
496-8138

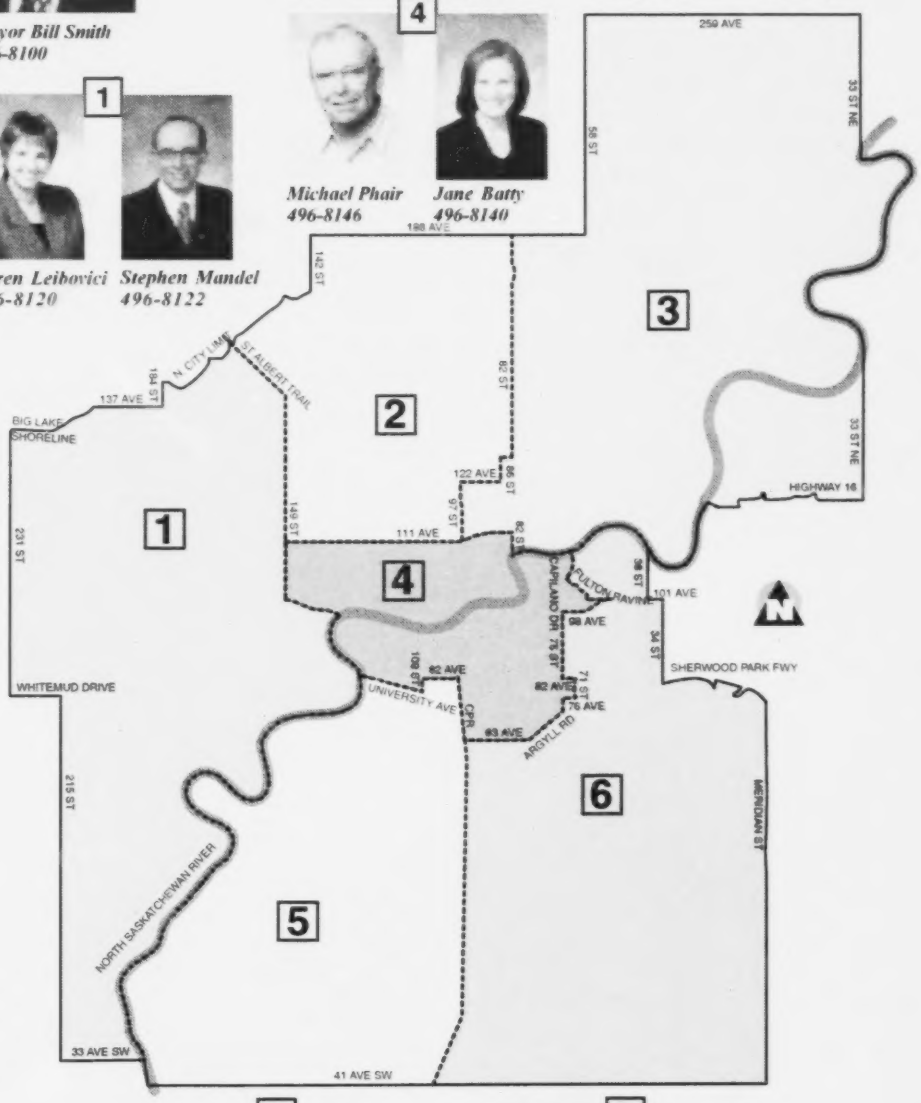
Janice Melnychuk
496-8333

Michael Phair
496-8146

Jane Batty
496-8140

Karen Leibovici
496-8120

Stephen Mandel
496-8122



Larry Langley
496-8132

Bryan Anderson
496-8130

Terry Cavanagh
496-8148

Dave Thiele
496-8142

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EDMONTON - WE'RE A PARTNERSHIP OF PEOPLE

Situated along the banks of the North Saskatchewan River, Edmonton is Alberta's capital and Canada's fifth-largest city (based on metropolitan population). It has a population of 667,200 within its boundaries, and approximately 954,300 within its greater area. One of Canada's most ethnically diverse cities, Edmonton is well known for its vibrant cultural life, diverse business community and outstanding river valley park system.

People have gathered at the site of present-day Edmonton for thousands of years. Archaeologists say that as many as 5,000 years ago, semi-nomadic hunters might have camped on the high bluff overlooking the river close to the site of the original Fort Edmonton. European settlement began in 1795 when the Hudson's Bay Company established Fort Edmonton as a trading post, also known as Edmonton House or Edmonton Factory.

Fort Edmonton was named after Edmonton, Middlesex, England, which is now part of Greater London. The name was chosen to honour the birthplace of Sir James Winter Lake, a member of the Hudson's Bay Council, who later became governor of the Hudson's Bay Company. In the 1870's Fort Edmonton became the dominant centre of western fur trade, attracting permanent settlement in the surrounding area. Edmonton was incorporated as a town in 1892, and by 1904 it became a city. In 1905, Edmonton was chosen as the capital of the new province of Alberta. Almost one hundred years later, plans are being made for Edmonton's centennial birthday party in 2004.

As Edmonton enters the new millennium, it is proud to be emerging as one of Canada's most exciting and growth-oriented cities, offering civic services that are highly valued by its citizens. At the same time, the task of governing our northern metropolis constantly presents new challenges. Our job is to share information with you about how your city works – and to encourage you to become an active partner.

That is the reason for this publication. It is designed as a quick guide to your civic government. Here you will discover what services the City of Edmonton provides, how you can become involved in decision-making, and where you can go for more information.

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QUICK FACTS

Edmonton...

- Was rated #1 for cost effectiveness in a recent comprehensive KPMG international study that compared the costs of doing business in 86 major cities around the world.
- Hosted the 2001, 2002 and 2003 Triathlon World Championships at Hawrelak Park.
- Was the first North American City to host the IAAF World Championships; the eighth annual event showcased international amateur athletes in August 2001.
- Has more than 70 golf courses within a one-hour drive of the city's centre.
- Is home to the Valley Zoo, Northern Alberta's only accredited zoological institution.
- Has the largest composting facility of its kind in North America by volume and size.
- Enjoys 2,300 hours of sunlight in the average year, more than all other major Canadian cities.
- Has archived paper records, oral history tapes, photographs, film, video recordings, computer records, correspondence, diaries and personal histories that are accessible to the public.
- Has almost 225 kilometres of trails (140 miles) of designated bikeways throughout the city and more than 160 kilometres (95 miles) of maintained trails in the river valley.
- Will host the 2005 Masters Games July 22-31, 2005.
- Hosted the first ever FIFA U-19 Womens World Soccer Championship, August 2002
- Is home to the Muttart Conservatory, a horticultural river valley attraction that features more than 700 species of plants in arid, temperate and tropical climates.
- Has a public transit system with an annual ridership of 44,444,805 (2002 figures) and a fleet of over 700 diesel and trolley buses, 26 community buses and 37 light rail vehicles.
- Has a river valley park system visited by an estimated 3.5 million people annually, covering 7,400 hectares or 21.7 times the area of New York's Central Park.
- Has the University of Alberta, one of Canada's five largest research-intensive universities, with annual research income of more than $125 million.
- Boasts a tree inventory valued in excess of $800 million; 142,000 park trees and 103,000 boulevard trees.
- Has over 460 parks - more green space than any other city in Canada!
- Has Victoria Golf Course, Canada's oldest municipal golf course, which dates back to 1905.
- Recognizes over 130 of its finest sports Athletes and Builders in Edmonton's Sports Hall of Fame, located in City Hall.
- Sorts 30,000 tonnes of recyclables per year at the City's new Materials Recovery Facility.
- Has an Emergency Response Service that responded to 60,839 total emergency service events in 2002.
- Will hold its next civic election on Monday, October 18, 2004.

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WHAT DO THOSE SYMBOLS MEAN?

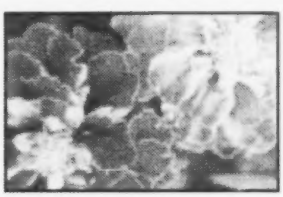
The City of Edmonton has several official symbols that have been carefully designed to represent our city's unique heritage and character. Here is a quick guide to what our symbols signify:

The City of Edmonton Coat of Arms

- **The mace**: Edmonton's pre-eminent status as Alberta's capital city
- **The sun emblazoned on the shield:** Edmonton's above-average amount of sunshine
- **Winged wheel**: Edmonton's importance as an aviation and industrial centre
- **Wavy ribbon**: The North Saskatchewan River
- **The sheaf:** Agriculture
- **Explorer** (left): The city's fur trading heritage
- **Athena, Goddess of Wisdom** (right): Education and the University of Alberta

The City Flag

- Incorporates the City of Edmonton Coat of Arms on a white field with two blue borders
- Blue symbolizes strength and the North Saskatchewan River
- White signifies peace



Our Official Flower: The Marigold

- Symbolizes sunny Alberta and Edmonton's role in the Klondike Gold Rush of the 1890s
- The flower's many varieties celebrate diversity; Edmonton's population is made up of more than 50 ethnic groups

The City of Edmonton Signature

THE CITY OF Edmonton

- Provides a unified visual identity for the civic corporation
- Has been in use since 1978
- When in colour, is printed in corporate blue

The Mayor's Chain of Office

- Is worn by the Mayor at ceremonial functions
- Each link represents a community element and symbolizes people joined in a common cause
- The chain rests on a prime beaver pelt, which recognizes Edmonton's origins as a Hudson's Bay Company Trading Post
- The gold and silver badges represent military and police units that have served Edmonton

The Black Gold Hat

- Similar to those worn by early miners and settlers
- Symbolizes Alberta's energy resources, especially coal and oil
- A gold imprint of an oil derrick identifies hats used as official City gifts

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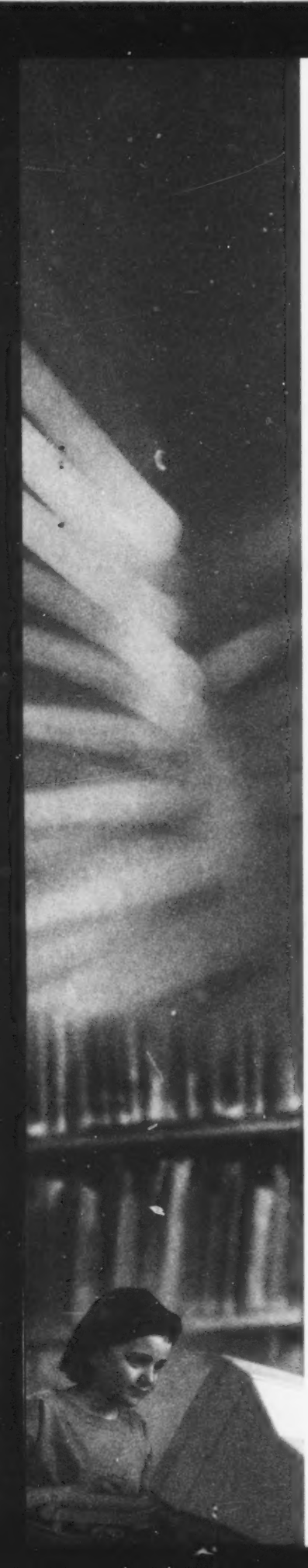

DO YOU WANT TO SERVE ON A CIVIC AGENCY?

You are encouraged to become involved in the operation of your city by serving on civic agencies. The City of Edmonton has established a number of civic agencies or associations. They deal with matters ranging from library service to subdivision development.

Each fall the Office of the City Clerk advertises for people interested in applying for citizen-at-large appointments on various civic agencies for the coming year. Citizens are appointed to these civic agencies by City Council. Appointments are usually for one year, although individuals may serve for up to six years.

If you are interested in serving on these agencies or other boards and committees that may be established throughout the year, call the Office of the City Clerk at 496-8167. You may also get more information by calling the following numbers:

Boards To Which City Council Appoints Citizens:

Animal Control Advisory Board	496-8880
Advisory Board on Services for Persons with Disabilities	496-5822
Assessment Review Board	496-8154
Boxing and Wrestling Commission	914-8393
Capital Region Housing Corporation	420-6161
Community Services Advisory Board	496-4931
Downtown Advisory Committee	496-6098
Economic Development Edmonton	424-9191
Edmonton Aboriginal Urban Affairs Committee	496-4936
Edmonton Historical Board	496-8710
Edmonton Police Commission	421-3487
EPCOR Utilities Inc.	412-3484
Edmonton Public Library Board	496-7051
Edmonton Regional Airports Authority	890-8975
Edmonton Space and Science Foundation	452-9100
Edmonton Taxi Cab Commission	496-5244
Edmonton Transit System Advisory Board	496-1656
Greater Edmonton Foundation	482-6561
Kinsmen Park Advisory Committee	944-7561
Landlord and Tenant Advisory Board	496-5959
Names Advisory Committee	496-6162
Non-Profit Housing Corporation	496-5529
River Valley Alliance	496-4781
Snow Valley Ski Club Advisory Committee Board of Directors	434-3991
Subdivision and Development Appeal Board	496-6079

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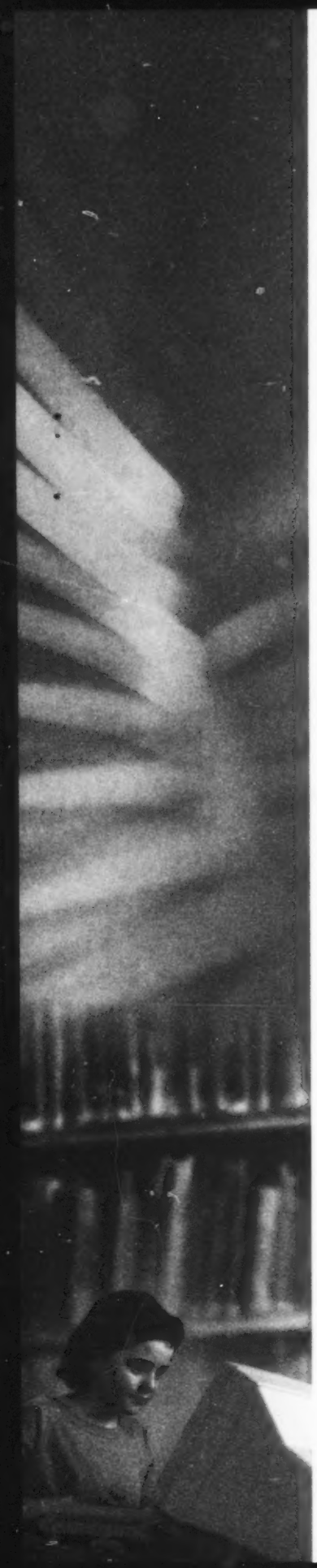

Other Boards:

Alberta Avenue Business Association	471-2602
97 Street & Area Business Association	423-2628
Beverly Business Association	413-6244
Downtown Business Association	424-4085
Inglewood Business Association	413-4221
Fort Road Business Association	472-2562
Kingsway Business Association	454-9716
Old Strathcona Business Association	437-4182
124 Street Business Association	413-6503
Edmonton Arts Council	424-2787
Edmonton Downtown Development Corporation	424-9001
Edmonton Northlands	471-7210
Edmonton Salutes	496-8253
Edmonton Sport Council	497-7678
Edmonton Youth Council	496-5822
Emergency Medical Services Advisory Committee	496-3805

GETTING INFORMATION FROM OUR CITY

If you would like information about the City of Edmonton but are not sure where to call, please contact the Citizen Action Centre at 496-8200. You can also send a fax to the Action Centre at 496-8210 or an e-mail to cacentre@edmonton.ca

The Action Centre also has many publications available to answer frequently asked questions. See *City of Edmonton Publications List.*

If you have a problem or concern that can be handled by a specific department, contact the department directly. For a complete listing, check the blue pages in the city telephone book.

City of Edmonton Departments

- Asset Management and Public Works
- Community Services
- Corporate Services
- Emergency Response
- Office of the City Manager
- Planning and Development
- Transportation and Streets

Surf the City!

The City's web site on the World Wide Web provides a wealth of information. You will need a computer with an Internet connection to access this information. Look us up at www.edmonton.ca

Check Out Our New Citytalk

Try our new automated information system, **citytalk**. Dial 496-4000 and follow the simple instructions for up to date recorded information on the City of Edmonton.

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HOW YOUR CIVIC GOVERNMENT WORKS

City of Edmonton Mission Statement

To provide services that contribute to the safety, security, well-being and enjoyment of Edmonton's citizens.

Your civic government plans, develops and maintains a variety of necessary services. These include roads, public transit, water and sewers, fire and police protection and parks.

Civic government is made up of 13 elected representatives who form City Council. The Mayor is elected by all Edmontonians who vote in the civic election. The 12 Councillors are elected by voters in the wards they represent. Edmonton has six wards and each ward is represented by two Councillors. Elections are held every three years. The next election will be on October 18, 2004.

City Council usually meets three times a month. These meetings are open to the public. The two regular Council meetings start at 9:30 a.m., on two Tuesdays a month. The third meeting is dedicated to public hearings required by the *Municipal Government Act*.

City Council has established three main standing committees to make decisions and to make recommendations to City Council on specific policy areas :

Executive Committee

- is comprised of the Mayor and four Councillors
- meets two Wednesdays a month
- deals with corporate issues and reports from the Office of the City Manager, Corporate Services Department and Planning and Development Department

Community Services Committee

- is comprised of four Councillors
- meets two Mondays a month
- deals with community issues and reports from the Community Services Department, Emergency Response Department and Edmonton Police Service

Transportation and Public Works Committee

- is comprised of four Councillors
- meets two Tuesdays a month
- deals with city infrastructure issues and reports from Asset Management and Public Works Department and Transportation and Streets Department

How Can I Get Involved?

When there is an item on a Council or Committee agenda that you wish to address, make your request to:

Office of the City Clerk
3rd Floor, City Hall
1 Sir Winston Churchill Square
Edmonton, AB T5J 2R7.

Phone (780) 496-8178
Fax to (780) 496-8175

Please make your concerns and opinions on civic matters known to City Council. You can do this by:

- making presentations at public hearings held to obtain public input
- making presentations at committee meetings in response to recommendations made by City departments
- sending written submissions to Council or to members of specific committees concerning reports or proposed bylaws*
- writing, calling or sending faxes to the Councillors for your ward, or to all members of Council and the Mayor, on any civic issue that concerns you
- starting a citizen petition concerning bylaws or other Council initiatives
- serving on a civic agency
- calling the Citizen Action Centre at 496-8200 to state your views or concerns or to offer your suggestions

*For more information to be circulated to Council or Council Committee, it must contain your name and mailing address. Submissions not containing this information will not be circulated.

Freedom of Information and Protection of Privacy Act

If you submit written comments to Council or a Council Committee, the information you provide may be made public, subject to the provisions of the *Freedom of Information and Protection of Privacy Act.* For a private individual this would mean that we would not release their mailing address.

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THE INSIDE STORY

After City Council has made its decisions, civic departments ensure that the work is carried out. Here's a brief description of each department's role:

OFFICE OF THE CITY MANAGER
Ph. 496-8231 Fax: 496-8220

The Office of the City Manager provides advice and counsel to City Council. The Office also works with Senior Management to set direction for the corporation. The Office provides leadership in supporting the Council/ administrative relationship, long term strategic issues, regional cooperation, and the implementation of Council's Vision for Economic Prosperity.

Within the Office of the City Manager, the Office of the City Clerk supports the process of municipal governance. It is responsible for the Assessment Review Board, Subdivision and Development Appeal Board, corporate records, and civic boards and agencies. The Office also organizes and documents meetings of City Council and its standing committees. The City Clerk is the Returning Officer and Freedom of Information and Protection of Privacy Manager for the City of Edmonton.

ASSET MANAGEMENT AND PUBLIC WORKS DEPARTMENT
Ph. 496-5631 Fax: 496-5636

The Asset Management and Public Works Department is responsible for the protection and preservation of the City's facility, land and vehicle assets, the management and operations of the City's drainage utility, and solid waste collection and disposal.

COMMUNITY SERVICES DEPARTMENT
Ph. 496-4999 Fax: 496-5834

The Community Services Department provides recreational and cultural opportunities, and preventive/early intervention social services. It develops, maintains and preserves parks, the river valley and natural areas, recreational and cultural facilities. A strong presence in the community and active partnerships with public, private and volunteer sectors is essential to the work of the Community Services Department.

CORPORATE SERVICES DEPARTMENT
Ph. 496-5356 Fax: 496-8854

The Corporate Services Department provides most of the internal administrative services necessary for the City to function. It is involved in some way in nearly every corporate issue. The department is made up of six branches that include Communications, Finance, Human Resources, Information Technologies, Law, Materials Management and Strategic Services.

The branches of the Corporate Services Department operate under the "shared services" concept. Services are provided centrally or within customer departments depending upon which is more efficient.

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EMERGENCY RESPONSE DEPARTMENT
Ph. 496-3800 Fax: 496-1518

The Emergency Response Department provides fire rescue, emergency medical and fire prevention services to the City of Edmonton. The Department has seven business units: Fire Rescue, Emergency Medical Services, Emergency Response Communications Centre, Fire Prevention, Fire Investigations, Training and Emergency Planning.

PLANNING AND DEVELOPMENT DEPARTMENT
Ph.496-3100 Fax:496-8450

The Planning and Development Department is responsible for land use planning and development, assessment and taxation, and bylaw services. This includes regional and inter-municipal planning, the Municipal Development Plan, area and neighbourhood structure plans, subdivision plans and inner-city revitalization plans. The Department recommends zoning for land use; issues development, building and demolition permits, and conducts development and building inspections. The Department provides fair and accurate valuations for property owners and businesses, delivers annual assessment and tax notices, and collects the taxes. The Department enforces City bylaws regarding weeds, dogs, cats, untidy properties, sidewalk snow removal, municipally required licenses and other City bylaws that fall within the jurisdiction of Bylaw Services.

TRANSPORTATION AND STREETS DEPARTMENT
Ph. 496-2801 Fax: 496-2803

The Transportation and Streets Department provides a safe, reliable and effective transportation network for the City of Edmonton. It also provides a safe, affordable public transit service that supports education, employment and leisure activities throughout the city.

EDMONTON PUBLIC LIBRARY
Ph. 496-7000 Fax: 496-1885

The Library is not a civic department but is managed by the Edmonton Public Library Board. The Library operates the main branch downtown as well as 14 other branches throughout the city, which are home to a collection of books, paperbacks, cassette tapes, compact discs, video cassettes and a variety of electronic and information customer services.

EDMONTON POLICE SERVICE
Ph. 423-4567 Fax: 421-3411

The Edmonton Police Service is not a civic department but is managed by the Edmonton Police Commission. The Police maintain peace and good order, protect lives and property, prevent and detect crimes and respond to community needs.

CITY OF EDMONTON PUBLICATION LIST

The following are some of the free publications available at the Citizen Action Centre, Main Floor, City Hall (496-8200)

- ETS Ride Guide/Individual Bus Route Schedules
- Cycle Edmonton Map
- Think Recycle
- Downtown Edmonton Access & Attractions Guide
- Employment Opportunities Information
- A Guide to DATS
- Parks for Paws
- Your Guide to Services – Landlord Tenant Advisory Board
- Edmonton Community Mediation
- Directory of Seniors' Services
- The Source (Library Information)
- Information on Citizen Action Centre
- Schedule and Program Guides for City Leisure Centres
- Advisory Board on Services for Persons with Disabilities
- Edmonton's Animal Licensing and Control Bylaw No. 13145
- "Living in Edmonton"
- Corporate Business Plan
- Street Vendors Information Package
- Citizen Satisfaction Survey
- "World Masters Games"

Publications Available from Citizen Action Centre for a fee:

- Corporate Directory. This is a list of City Departments and staff in those Departments. ($10.00+GST)
- Long Range Financial Plan ($5.00)

FREE Information and Publications available from the Office of the City Clerk (496-8178)

Agendas and Minutes

- Copies of current City Council and Standing Committee Annotated Agendas and Minutes

Pamphlets

- You & City Council
- Making A Presentation to City Council or a Standing Committee of Council
- Audio Visual Aids Available at Meetings of Edmonton City Council and Standing Committees
- Four pamphlets related to the Assessment Review Board
- The Assessment Review Board
- Filing a Complaint
- The Hearing Process
- Complying with Alberta Regulation 55/99
- Appealing Decisions To The Subdivision and Development Appeal Board
- Presenting a Legally Binding Petition to Council
- Presenting An Informal Petition to City Council

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CITY OF EDMONTON PUBLICATION LIST (cont'd)

Other Information and Publications you can obtain from the Office of the City Clerk for a fee include:

- Past Council and Standing Committee minutes.
- City of Edmonton Bylaws

The cost of obtaining copies of these documents is $0.25 per page ($0.50 per double-sided page) plus GST.

Most of this information is available for free on the City of Edmonton's Website at www.edmonton.ca

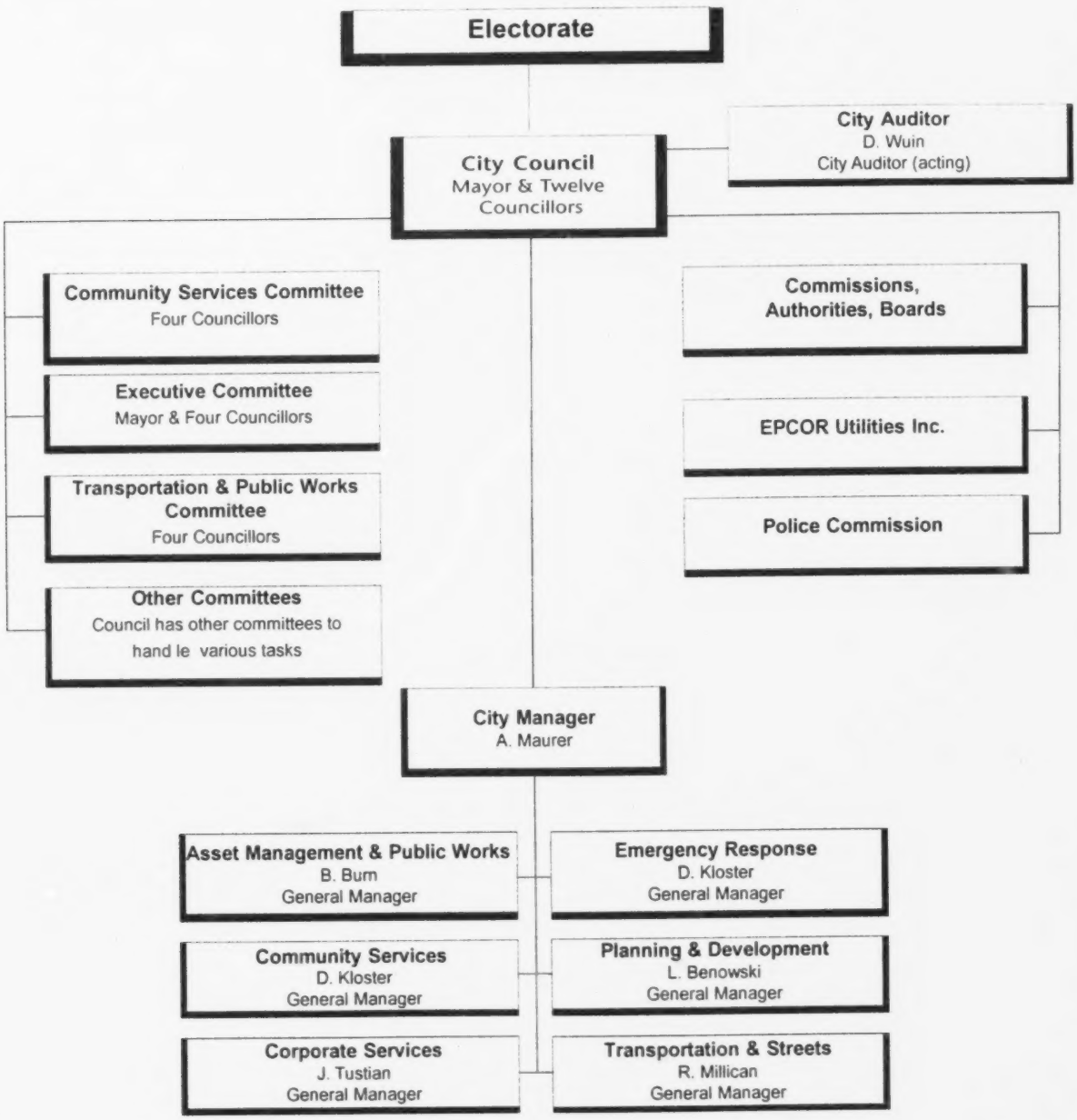
Simply click on "City Departments & Services"; scroll to "Departments" and click on "Office of the City Clerk" under "Office of the City Manager."

Publications Available from Economic Development Edmonton

EDE Contact for Publications:
Phone: 424-9191
E-mail: rchiarello@ede.org

- Edmonton Forecast and Outlook (Free)
- Edmonton Info, A Reference Guide for Business People, Newcomers and Edmontonians ($25)
- Edmonton New Business Handbook (Free)
- Listing of Major Head Offices (Free)
- Listing of Top 100 Employers (Free)
- Demographic Review (Free)
- Northern Alberta Major Project Listing (Free)
- Directory of Advanced Technology Companies ($40)
- Directory of Exporting Companies ($20)
- Directory of Major Employers ($20)

Organizational Chart



The City of Edmonton provides the following services: storm and sanitary sewage systems, waste management, roads, public transit, fire and police protection, emergency medical services, planning, parks and recreation, and preventative social services. In addition, EPCOR Utilities Inc., a wholly owned subsidiary corporation, provides both electric power generation and distribution, and water treatment and distribution services to Edmonton residents.

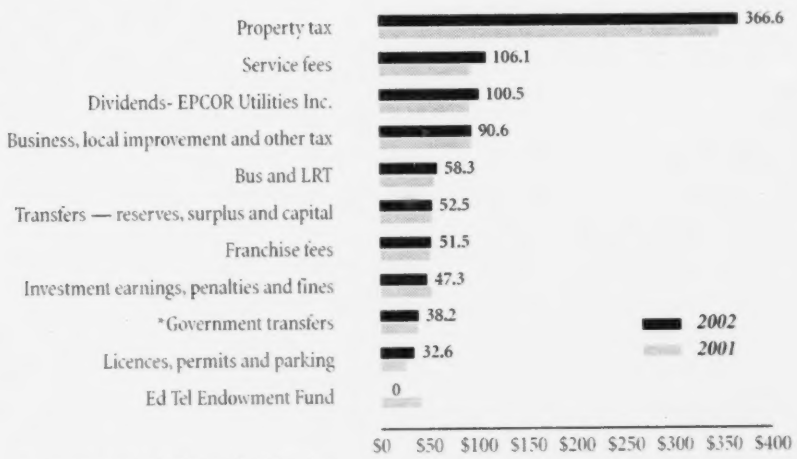
Updated October 23, 2003

HOW THE CITY HANDLES YOUR MONEY

The City is responsible for collecting funds and spending them in a responsible manner, providing you with the services necessary to maintain a healthy community.

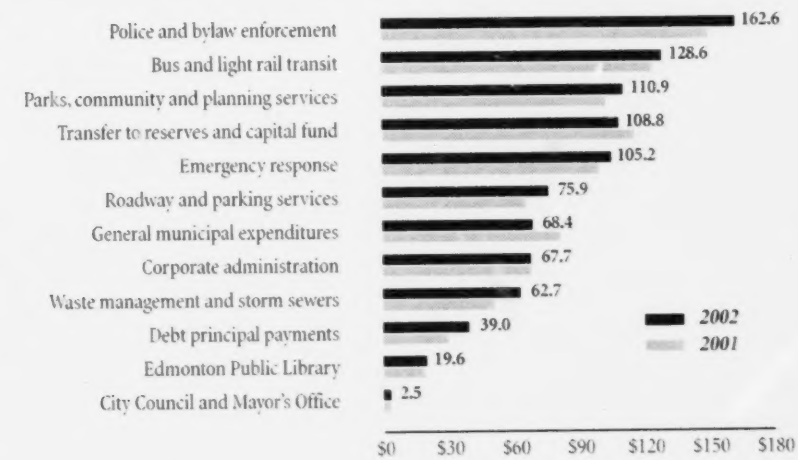
The City receives its money from a variety of sources which are listed below.

2002 - Municipal Revenues By Source (in millions of dollars)


Property tax 366.6
Service fees 106.1
Dividends- EPCOR Utilities Inc. 100.5
Business, local improvement and other tax 90.6
Bus and LRT 58.3
Transfers — reserves, surplus and capital 52.5
Franchise fees 51.5
Investment earnings, penalties and fines 47.3
*Government transfers 38.2
Licences, permits and parking 32.6
Ed Tel Endowment Fund 0
2002
2001
$0 $50 $100 $150 $200 $250 $300 $350 $400

*Government transfers include transfers in lieu of tax

2002 - Municipal Program Expenditures (in millions of dollars)


Police and bylaw enforcement 162.6
Bus and light rail transit 128.6
Parks, community and planning services 110.9
Transfer to reserves and capital fund 108.8
Emergency response 105.2
Roadway and parking services 75.9
General municipal expenditures 68.4
Corporate administration 67.7
Waste management and storm sewers 62.7
Debt principal payments 39.0
Edmonton Public Library 19.6
City Council and Mayor's Office 2.5
2002
2001
$0 $30 $60 $90 $120 $150 $180

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